



# MONTGOMERY COUNTY, MARYLAND



## TRANSPORTATION OPTIONS FOR SENIORS AND PEOPLE WITH DISABILITIES

### A COMPREHENSIVE GUIDE TO PUBLIC, PRIVATE, AND NON-PROFIT TRANSPORTATION

**June, 2004**



**Douglas M. Duncan, County Executive**

SEE BACK FOR INFORMATION ON REQUESTING ALTERNATIVE FORMATS SUCH AS BRAILLE AND LARGE PRINT.

## INTRODUCTION

This guide, **Transportation Options for Seniors and People with Disabilities**, is a comprehensive listing of public, private and non-profit transportation in the Washington Metropolitan Region, State of Maryland, and beyond.

The Montgomery County Department of Health and Human Services and the Department of Public Works and Transportation compiled this listing of useful transportation services to assist County residents to better coordinate their transportation needs. Now finding information about transportation services for seniors and people with disabilities is easier than ever with this resource guide.

You will find that this guide is divided into 15 informative sections. The **Public Transportation** section covers such important services as: **Call 'N Ride, Medicaid Transportation, Same-Day-Access Program, MetroAccess, Ride On** and **Metrobus** transportation. To assist us in alleviating traffic congestion, we encourage you to use public transportation. These programs offer subsidies and reduced fares for seniors and people with disabilities. To find out more information about these services, read the brief description and call the offices listed for additional information.

If you need a companion to drive you to necessary appointments, look in the section on **Escorted Transportation** to find information about various services available to take you to your appointments. Arrangements for **Escorted Transportation** must be made 10 days in advance.

The section on **Grocery Transportation** is filled with important resources to assist you in obtaining groceries. The sections **Commercial Bus, Rail, Air, and Airport Transportation** and **Travel Connections Cross County and Beyond** will assist you in traveling to places such as West Virginia, Baltimore, and other destinations in the United States and abroad.

Share this resource guide with friends and neighbors to assist them in their travel in and outside of Montgomery County. We also ask that you help us keep this document up to date, by letting us know of changes or other transportation options. Our goal is to advise you of the many transportation options available in Montgomery County—the best place to live, work and retire.

**Good news!** This guide is available in alternative formats such as Braille and large print by calling 240-777-1246 (voice); 240-777-1236 (TTY) and 240-777-1288 (Fax). Also, you may visit Ride On's website, [www.RideOnbus.com](http://www.RideOnbus.com) and click on Transportation Guide to download the entire document. Visit the County's website, [www.montgomerycountymd.gov](http://www.montgomerycountymd.gov) and click on Residents and then Aging or Disability Services to see all of the services available to you.

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### **Good News!** **MetroAccess Changes** Effective June 27, 2004

- MetroAccess customers and their companions will ride free on MetroBus and Rail for an 18-month trial period. This is part of an effort to encourage certified MetroAccess users to use the fixed route system whenever they can.
- Also, for the first time, Metro Access riders traveling beyond the service area defined by federal law will be charged a premium of up to \$4.00 per ride. Prior to this, origination and destination locations for trips could only be made within  $\frac{3}{4}$  mile of the fixed route.

## TRANSPORTATION INFORMATION AND OUTREACH



### WHERE DO I START MY SEARCH FOR TRANSPORTATION INFORMATION AND OPTIONS?



#### CONNECT-A-RIDE

301-738-3252 (V) • 301-881-5263 (TTY) • 301-231-9360 (FAX)

Email: [connectaride@icagw.org](mailto:connectaride@icagw.org)

🕒 **Hours:** Monday through Friday, 9:00 a.m. to 3:00 p.m.

*Agency provides transportation information and referral regarding all private and public transportation options for seniors and people with disabilities. Also provides assistance with completing applications, and coordination with transportation providers.*

#### RIDE ON TRANSIT INFORMATION CENTER

MONTGOMERY COUNTY DEPARTMENT OF PUBLIC WORKS AND TRANSPORTATION  
DIVISION OF TRANSIT SERVICES

240-777-RIDE (7433) Touch Tone • 240-777-5871 Rotary  
240-777-5869 (TTY) • 240-777-5861 (FAX) • 240-777-5824  
(Hot Line for Complaints/Complements)

🕒 **Hours:** Monday through Friday, 6:00 a.m. to 7:00 p.m.  
*Call for bus schedules, routes, and connections to rail.*

#### SPECIAL TRANSPORTATION OFFICE

**INFORMATION NUMBER:** 240-777-5890 (V) • 240-777-5891 (FAX)

🕒 **Hours:** Monday through Friday, 8:00 a.m. to 4:30 p.m.

**Medicaid Transportation Reservation Number:** 240-777-5899

🕒 **Hours:** Monday through Friday, 8:00 a.m. to 12:00 Noon

*If you have questions about our Medicaid, Call 'N Ride, Same Day Access Programs or any other inquiries, please call the Special Transportation Office.*

#### COMMUTER SERVICES

301-770-POOL (7665) (V) **Website:** <http://www.RideOnbus.com>

🕒 **Hours:** Monday through Friday, 7:00 a.m. to 5:00 p.m.

*Helps commuters find carpool and vanpool partners as well as convenient public transportation routes for convenient and less expensive rides to work. In addition, the Commuter Express Store sells regular commuter passes, weekly reduced fare disabled and senior Metro and Ride On bus and rail passes, and the SmarTrip® Card.*

#### COMMUTER CONNECTIONS

**Call to register:** 800-745-7433 (V) **Website:** [www.commuterconnections.org](http://www.commuterconnections.org)

🕒 **Hours:** Monday through Friday, 9:00 a.m. to 4:30 p.m.

*If you use public transit and this includes paratransit at least two times per week to get to work, you may be eligible for the Guaranteed Ride Home Program (emergency rides home from work). Accessible vehicles with lifts are available. Operated by the Council of Governments (COG).*

## PUBLIC TRANSPORTATION


**Call 'N Ride Program** – Call 'N Ride program provides transportation for low-income seniors age 67 or older and for low-income people with disabilities. Depending on funding clients may purchase one or two \$50.00 coupon books per month. The cost is determined by income and is charged on a sliding fee scale for as little as \$5.25 per book. The coupons are used to pay the meter rate for taxi services. Transportation is provided by sedan and accessible taxicab vans. This is a curb-to-curb service only. Curb to curb service means individuals must be able to get to the curb with no assistance from the driver of the taxi. Income eligibility and advance registration is required to participate in this program.

.....301-948-5409 (V)  
 .....301-258-0206 (FAX)

**MARC-Maryland Rail Commuter** - Brunswick line service runs from Martinsburg, West Virginia through Montgomery County to Washington, DC. All MARC rail stations and trains are accessible. Half fares available for individuals with disabilities and senior citizens age 65 and older with a MTA or Metro (WMATA) photo ID card. [www.mtamaryland.com/marc](http://www.mtamaryland.com/marc)

.....800-325-7245 (V)  
 .....410-539-3497 (TTY)  
 Complaints or Commendations .....410-333-2354 (V)

**Medicaid Transportation Information Line** .....240-777-5890 (V)  
**Reservation Line** .....240-777-5899 (V)  
 .....240-777-5891(FAX)

 **Hours:** Requests from 8:30 a.m. to 12:00 noon, Monday through Friday.  
 Used for Medical appointments only to Medicaid providers. Must have a Medicaid card.

**MetroAccess** – Public transportation service for individuals with disabilities as required by the Americans with Disabilities Act (ADA) of 1990.

- Participants must be certified by Metro (WMATA) that they are not able to use accessible fixed route public transportation. Certified users are eligible to use paratransit throughout the United States with advance reservations. MetroAccess provides rides 7 days a week, from 5:30 a.m. until midnight Sunday through Thursday, and from 5:30 a.m. until 2:00 a.m. on Friday and Saturday.
- It is a shared ride service so trips may take up to 50% longer than those that are not shared. Transportation is provided by sedans and accessible vans. This is a curb-to-curb service only. Curb to curb service means individuals must be able to get to the curb with no assistance from the driver. Personal care attendants ride free.
- Trips may be scheduled up to 14 days in advance but no later than 4:30 p.m. one day before the trip (no same day reservations). If all vehicles are full at the time you want to travel, the reservation agent will work with you to select another time. (See Same-Day-Access Program and Call 'N Ride Program for same day service.) **Website:** [www.metroopensdoors.com](http://www.metroopensdoors.com)

**Reservations:** .....301-562-5360 (V)

Toll Free:.....800-523-7009 (V)

**Eligibility:**.....301-562-5361 (V)

**TTY number** for all of the above numbers.....301-588-7535 (TTY)

**“Where is my ride?” Service:** For consumers stranded by MetroAccess  
 .....301-562-5360 Press Option 1

**WMATA Customer Service/Complaint Line:** ..... 202-637-1328 (V) Press Option 5  
 ..... 202-962-2565 (TTY)

**E-mail** WMATA complaints or commendations to [CSVC@wmata.com](mailto:CSVC@wmata.com)



## PUBLIC TRANSPORTATION

**Metro Bus** - Fixed bus route service runs within the District of Columbia, Suburban Maryland, and Northern Virginia. Most bus routes are accessible.

[www.metroopensdoors.com](http://www.metroopensdoors.com) .....202-637-7000 (V)

.....202-638-3780 (TTY)

🕒 **Hours:** Weekdays 5:30 a.m. to midnight/Weekends from 8:00 a.m. to 2:00 p.m.

⇒ **Metrobus On Call Accessible Bus Service** .....202-962-1825 (V)

Call to verify that bus is accessible. Requires 24 hour advance notice

.....202-638-3780 (TTY)

⇒ **Metro's Mobility Links** .....202-962-6464 (V)

For customer service and assistance in routing your trip, call Metrobus or Metrorail trip

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**Metro Mobility Links** – Information for riders with disabilities. ....202-962-6464

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**Metro Rail** – Metro's subway trains and stations are accessible. [www.metroopensdoors.com](http://www.metroopensdoors.com)

.....202-637-7000 (V)

.....202-638-3780 (TTY)

🕒 **Hours** Weekdays 5:30 a.m. to midnight / Weekends 8:00 a.m. to 2:00 a.m.

⇒ **The RideGuide** (24 hours a day service) The Ride Guide is a voice-activated trip planner. The Ride Guide is accessible from any telephone—touchtone, rotary, cell phone, pay phone or private phone.....202-637-7000 (V)

Press Option 1/Press Option 3.

⇒ **Elevator Status and service disruption** [www.metroopensdoors.com](http://www.metroopensdoors.com)

To verify absolute real time status of elevators .....202-637-7000 (V)

To verify elevator status .....202-962-1825 (V)

To verify out of service elevators (recorded line) .....202-962-1212 (V)

.....202-638-3780 (TTY)

Check the above website or call to check elevator status before you travel.

⇒ **Arranging for a Shuttle**—if you arrive at a Metro Station and find out that the elevator is out of service at your station destination, please ask the Station Manager to call ahead and arrange for a shuttle from the nearest station to transport you to your station destination.

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**Metro is Accessible**.....202-962-1558 (V)

**Website:** [www.metroopensdoors.com](http://www.metroopensdoors.com) .....202-962-2033 (TTY)

Metro is Accessible offers system orientation, information on discounted fares for people with disabilities. Metro is Accessible provides brochures, maps, materials in large print and Braille.

## PUBLIC TRANSPORTATION

**Metro's Reduced Fare Cards for People with Disabilities** - Discounted Metrobus and Metrorail fares are available through Metro (WMATA). For information and to obtain a picture ID card, please call this office. Proof of disability is required. Applications are processed in person at 600 Fifth Street, NW, Washington, DC 20001

🕒 **Hours:** Monday through Friday from 7:30 a.m. to 3:30 p.m.

**Customer Service ID Office**.....202-962-1245 (V)  
.....202-628-8973 (TTY)

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**Metro's Senior Citizen ID Card** – Seniors 65 and older can apply for discounted Metrobus and Metrorail fares at your local library with proof of age .....202-637-1328 (V)

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**Recreation Department Senior Adult Programs** -- Provides bus transportation for adults aged 55+ to designated senior centers, senior program neighborhood sites, and senior nutrition sites throughout the County. ....301-468-4540 (V)

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### Ride On Bus - Transit Information Call Center

**Montgomery County Department of Public Works and Transportation** - To help relieve traffic congestion in the region, you are encouraged to use Ride On transit bus service as it is quick, reliable, and inexpensive. Ride On has 82 fixed bus routes operating in the County with routes connecting to the rail system. Generally, Ride On operates from 4:30 a.m. to 1:00 a.m. on weekdays and on weekends, some routes until 2:00 a.m.

🕒 **Hours:** Information representatives are available Monday through Friday  
6:00 a.m. to 7:00 p.m. ....240-777-7433 (V)  
.....240-777-5869 (TTY)

⇒ **Ride On Bus Hot Line** The Hot Line is for complaints and/or complements only. All other calls regarding immediate service should be directed to the transit information call center listed above.....240-777-5824 (V)

⇒ **Verification of Accessible Ride On Service** - Verification of accessible bus or requests for on-call lift bus must be made by 3:00 p.m. the day before. (EFFECTIVE, SEPTEMBER 1, 2004 ALL RIDE ON BUSES WILL BE ACCESSIBLE.)  
.....240-777-5870 (V)  
.....240-777-5869 (TTY)

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**Same-Day-Access Program** – The Same-Day-Access program is for certified MetroAccess participants who do not qualify for the Call 'N Ride Program because of income requirements. Certified MetroAccess users may purchase one \$50.00 Call 'N Ride coupon book each month for emergency trips at a reduced price of \$26.25. Funding is dependent on availability.

🕒 **Hours:** Monday through Friday 8:30 a.m. to 12:noon  
.....240-777-5899 (V)  
.....240-777-5891 (FAX)

## TAXICAB COMPANIES\*

<b>Action Taxicab</b> .....	301-840-1000 (V)
<b>Barwood Taxicab</b> .....	301-984-1900 (V)
<b>Montgomery Taxicab</b> .....	301-926-9300 (V)
<b>Regency Taxicab</b> .....	301-990-9000 (V)

Please note that drivers of taxis may charge you a \$1.00 "Personal Service Charge" for loading luggage, packages or a wheelchair that is stowed into a non-accessible sedan.

**\*See also section on Call 'N Ride regarding taxicab coupons.**

## TAXICAB LICENSING AND REGULATION

**Montgomery County Department of Public Works and Transportation / Division of Transit Services** - *Inquire about correct taxicabs fares or file a complaint about the service provided by a taxicab company by calling this office.*

.....	240-777-CABS[2227] (V)
.....	240-777-5126 (TTY)

**Taxicab Hot Line** – *Staffers answer the Hot Line from 10:00 a.m. to 2:00 p.m. on weekdays; messages can be left at other hours. The Hot Line is for complaints and/or compliments only. All other calls regarding immediate service should be directed to the taxi company.*

.....	240-777-2625 (V)
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## COMMERCIAL BUS, RAIL, AIR, AND AIRPORT TRANSPORTATION

### Bus and Rail

**Amtrak** - *Montgomery County Station located at Rockville Metro Station. Discounted rates available for seniors age 62 and older and people with disabilities. Call ahead to inquire about accessibility of station.* [www.amtrak.com](http://www.amtrak.com) .....

.....	800-872-7245 (V)
.....	800-523-6590 (TTY)
⇒ <b>Amtrak Access Information:</b> .....	877-268-7252 (V)

**Greyhound Bus/Disability Travel Assistance Line** - *Requires 48-hour notice prior to departure for lift equipped bus. Welcome travelers who use mobility aides, service animals, and oxygen. Personal care assistants travel at no cost.*

[www.greyhound.com](http://www.greyhound.com) .....

⇒ **Station:** 8100 Fenton St., Silver Spring, MD..... 301-585-8700 (V)

### Airport Transportation

#### GETTING AROUND WITHIN THE AIRPORTS

##### **Baltimore-Washington International (BWI) Airport**

BWI Access Information [www.bwiairport.com](http://www.bwiairport.com)

🕒 **Hours:** 8:00 a.m. to 4:30 p.m. .... 410-859-7220 (V)

**24 Hours** ..... 800-IFLYBWI

##### **Dulles International Airport** [www.mwaa.com/dulles](http://www.mwaa.com/dulles)

Wheelchair & Skycap Services ..... 703-572-6050 (V)

..... 703-260-0175 (TTY)



## COMMERCIAL BUS, RAIL, AIR, AND AIRPORT TRANSPORTATION

### Ronald Reagan Washington National Airport [www.mwaa.com/national](http://www.mwaa.com/national)

Washington Flyer.....	888-927-4359 (V)
Super Shuttle.....	800-258-3826 (V)
Parking .....	703-417-4311 (V)

### GETTING TO AND FROM THE AIRPORT

#### **SERVING BWI**

Metro Bus #B30 – Runs from 6:10 a.m. through 10:00 p.m. every 40 minutes to and from the Greenbelt Metro to BWI. Fare \$2.50

#### **SERVING BWI, REAGAN NATIONAL & DULLES AIRPORTS**

All American Transport <a href="http://www.aatransport.com">www.aatransport.com</a> .....	800-605-0349 (V)
Super Shuttle <a href="http://www.supershuttle.com">www.supershuttle.com</a> .....	800-258-3826 (V)

#### **SERVING DULLES AIRPORT**

Greyhound Airport Service <a href="http://www.greyhound.com">www.greyhound.com</a> .....	888-BUS-N-FLY (V)
Metro Bus #5A – Runs 5:33 a.m. through 11:40 p.m. every hour to and from the L'Enfant Metro to Dulles Airport. Fare \$2.50	

#### **SERVING REAGAN NATIONAL AND DULLES AIRPORTS**

Super Shuttle.....	703-416-6661 (V)
Washington Flyer Bus <a href="http://www.washfly.com">www.washfly.com</a> .....	888-927-4359 (V)
Washington Flyer Taxi Services .....	703-661-6655 (V)
Parking .....	703-572-4546 (V)

## ESCORTED TRANSPORTATION

(Medical and Other Necessary Appointments)

**American Cancer Society Road to Recovery Program** – Provides transportation for radiation, chemotherapy, bone marrow transplants and surgery. Must be ambulatory.

<a href="http://www.cancer.org">www.cancer.org</a> .....	888-227-6333 (V)
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**Bethesda Help** (not wheelchair accessible) ..... 301-294-4888 (V)

**Brenner Escort Service** – Must be client of the Jewish Social Service Agency to receive this service..... 301-811-3700 (V)

**Damascus Ecum Lay Association** -- Provides ongoing trips such as kidney dialysis or cancer treatment..... 301-253-6929 (V)

**Damascus Help** (not wheelchair accessible)..... 301-253-4100

**Gaithersburg Help** (Uses taxis for wheelchair accessibility) ..... 301-216-2510 (V)

**Multiple Sclerosis Society** – Provides funding for transportation needs. [www.msandyou.org](http://www.msandyou.org)

.....	202-296-9891 (V)
.....	202-296-3425 (FAX)

**The Senior Connection** -- Volunteer drivers provide escorted transportation for seniors 62 years and older. Call 2 weeks in advance [www.seniorconnectionmc.org](http://www.seniorconnectionmc.org)

.....	301-962-0820 (V)
.....	301-962-0892 (FAX)

## ESCORTED TRANSPORTATION

(Medical and Other Necessary Appointments)

**Transcend Transportation** – Registered drivers provides both sedan and wheelchair transportation to doctor appointments. ....410-526-4949 (V)  
[www.transcendservice.com](http://www.transcendservice.com).....410-526-4610 (FAX)

**Western Upper Montgomery County (WUMCO) Help** – Provides transportation to medical appointments for people living in Poolesville, Dickerson, Beallsville, Barnesville and Boyds. No charge, donations accepted.....301-972-8481 (V)

**Wheelchair/Stretcher Mobile Shuttle, Rockville**.....301-294-0600

## GROCERY SHOPPING TRANSPORTATION

**Senior Grocery Shopping** - Bus transportation for grocery shopping is provided for residents age 55 and over in designated low-income senior citizen apartment buildings. ....240-777-3000 (V) or  
.....240-777-4575 (TTY)

*If the bus is late, please call nearest bus dispatch at the numbers below:*

⇒Kensington .....301-770-6895 (V)

⇒Beltsville.....301-595-5918 (V)

**Transcend Transportation** – Registered drivers provide both sedan and wheelchair transportation to grocery store, the pharmacy or even to the mall. ..410-526-4949 (V)  
[www.transcendservice.com](http://www.transcendservice.com).....410-526-4610 (FAX)

**Western Upper Montgomery County (WUMCO) HELP-** Free accessible shopping bus on Friday serving seniors and people with disabilities living in Poolesville, Dickerson, Beallsville, Barnesville and Boyds. Volunteer drivers or taxicab service during the week. ....301-972-8481 (V)

### Assisted Shopping for Groceries

**American Red Cross** – Grocery shopping transportation or volunteer shoppers to assist you or shop for you. ....301-588-2515 (V)  
.....Press Option 6

**Jewish Council for the Aging (JCA)** Door-to-door transportation on established routes for grocery shopping and trips to senior centers. Cost varies up to \$3.00 per ride. ....301-468-6280 (V)

**The Senior Connection** -- Volunteer drivers provide escorted transportation for grocery shopping, medical and other necessary appointments. Serves people 62 years and older. Call two (2) weeks in advance. Unable to serve people who use wheelchairs. ....301-962-0820 (V)

### Deliveries Only

**Broad Branch Grocery** – Serves Chevy Chase area only.....202-966-5656 (V)

**Brookville Supermarket** – Serves Chevy Chase area and some Bethesda and Kensington. ....301-652-2793 (V)

**Top Banana Home-Delivered Groceries** .....301-372-3663 (V)

## PRIVATE DOOR-TO-DOOR TRANSPORTATION SERVICES

These companies offer **door-to-door service** and some will assist a person to exit or enter a home or destination. Costs are higher than public transportation. Transportation provided for trips throughout Maryland with advance notice.

**Battle's Transportation, Inc.** – *Private pay and DC Medicaid accepted.*

.....202-462-8658 (V)

**Care for You, Inc.** – *Must be able to transfer. No insurance or Medicaid accepted.*

.....301-650-4169 (V)

**Para-Med Medical Transportation** – *Insurance and Medicaid accepted.*

.....301-253-0030 (V)

**Silver Spring Ambulance Service** – *Insurance, Medicaid and Medicare accepted.*

.....202-726-5551 (V)

**Southland Transportation** -- *No insurance or Medicaid accepted.* .301-215-4000 (V)

**Wheelchair Mobile Transport** -- *Non-emergency transportation for people who use wheelchairs, scooters, and stretchers in metro area. Medicaid accepted.*

.....301-294-0600 (V)

### Non-Profit Transportation

**Winter Growth** – *Wheelchair accessible.* .....301-774-7501 (V)

⌚ Hours: Monday-Friday 9:30 a.m. to 2:30 p.m.

**CASA of Maryland** – *Service for Spanish speaking persons only....*301-431-4177 (V)

⌚ Hours: Monday-Friday 9:30 a.m. to 1:30 p.m.

## TRAVEL CONNECTIONS CROSS COUNTY AND BEYOND

### Cross County

<b>Metro</b>	Bus #J4	Bethesda Metro to College Park Metro and University
<b>Metro</b>	Bus #J8	Lakeforest Mall to Bethesda Naval Medical Center, National Institute of Health, Suburban Hospital, and Bethesda Metro Station
<b>Ride on</b>	Bus #84	Clarksburg to Shady Grove during rush hours, weekdays

### Prince George's County

**The Bus — Prince George's County Transit** .....301-324-2877 (V)

*Serves specific routes within Prince George's County. Call ahead to secure a lift bus.*

### Frederick and Howard County

**Maryland Transit Authority (MTA) Commuter Bus** - *Operates Monday through Friday during peak commuting hours. Some buses run on Saturday.*

Bus #929	Columbia to Silver Spring/Washington via Route 29. Flyer service to Burtonsville, Silver Spring Metrorail, Farragut Square, Capitol Hill.
Bus #991	Hagerstown/Frederick to Shady Grove and Rock Spring Business Park via I-70/I-270. Express service to Shady Grove Metrorail Station.

**Eyre Bus Company** – *Provides accessible transportation. Please call to reserve trip by 4:00 p.m. the day prior to trip.* [www.eyre.com](http://www.eyre.com).....800-321-3973 (V)

.....301-854-6600 (V)

## TRAVEL CONNECTIONS CROSS COUNTY AND BEYOND

### Baltimore County and Beyond

**Maryland Transit Administration** - Information and schedules for Baltimore bus, Metrorail, MARC Trains, Commuter buses and Light Rail. Find out about connections between Frederick, Baltimore, Annapolis, Montgomery County, West Virginia, Harford County, Prince George's County and Virginia. [www.mtamaryland.com](http://www.mtamaryland.com)

..... 800-543-9809 (V)  
 Comments/Complaints ..... 410-333-2354 (V)  
 ..... 410-539-3497 (TTY)  
 ⇒ **Reduced fare cards** available for individuals with disabilities using the Baltimore Bus, Metrorail, and Light Rail. .... 410-767-3441 (V)  
 ..... 410-539-3497 (TTY)  
 ⇒ **Call-A-Lift Bus Information** ..... 410-682-5438 (V)  
 Call by 4 p.m. the day before ..... 410-539-3497 (TTY)

### Camden Yards via Public Transportation

#### SATURDAY AND SUNDAY TRAVEL

##### Before the Game

- Take the **Green Line Metro** to **Greenbelt Metro Station** (last stop)
- Walk to the **Park and Ride Lot** to catch the Game Day Bus **#703**

Bus Departure Times are: 2 Hours before Game Time  
 1 Hour Before Game Time

**Buses usually take 45 minutes to get to Camden Yards**

##### After the Game

- Buses will pick up fans, at the same location where they were dropped off, **20 Minutes after the Last Out**
- Bus will return all fans to **Greenbelt Metro Station**
- **NOTE: A round-trip bus ticket is \$9.00.** Please bring exact change, bus drivers will not make change.

**For additional information, please call Maryland Transit at 410-539-5000 or 1-800-543-9809**

#### MONDAY THROUGH FRIDAY TRAVEL

##### Before the Game

- Take Metro to **Union Station**
- Purchase round-trip ticket via **Marc Train to Camden Station**
- This train is a **Commuter Train** and takes about **1 hour and 15 minutes** to arrive so please schedule appropriately

##### Departure Times (as of April, 2001):

6:42 am	4:13 pm	7:07 am	8:05 am	11:20 am	12:20 pm
4:39 pm	7:55 pm	5:18 pm	5:51 pm	6:40 pm	7:15 pm

**For the most current information call 1-800-325-Rail**

- Locate your track Number and board train-**Camden Yard Station** is the last stop on the train. Cross the parking lot to **Camden Yards**

## TRAVEL CONNECTIONS CROSS COUNTY AND BEYOND

### MONDAY – FRIDAY TRAVEL

#### After the Game

- Buses will be lined up in the parking lot next to the train tracks where you arrived awaiting departure
- Buses will Depart 20 minutes after the last out and return all fans to **Union Station**
- **NOTE: A round-trip bus ticket is \$10.75.** Please bring exact change, bus drivers will not make change.

#### Ocean City via Public Transportation

#### GETTING TO AND FROM REHOBOTH BEACH, DE AND OCEAN CITY, MD

Greyhound in coordination with Carolina Trailways provides 4 daily buses to and from Ocean City. Bus fare is \$70.00. The shaded buses have scheduled stops at Washington, DC-Union Station, New Carrollton, Maryland, Rehoboth Beach and Bethany Beach, Delaware.

For complete  
schedules visit  
Greyhounds  
website at

[www.greyhound.com](http://www.greyhound.com)

Departure Silver Spring, MD	Arrival Ocean City, MD	Duration	Transfer	Transfer Location
12:20 p.m.	7:00 p.m.	6 hrs. 40 min.	1	Union Station
6:15 p.m.	10:30 p.m.	4 hrs. 15 min.	1	Harrington, DE
8:15 p.m.	3:35 a.m.	7 hrs. 20 min	1	Union Station
10:30 p.m.	3:35 a.m.	5 hrs. 5 min	1	Baltimore, MD

Departure Ocean City, MD	Arrival Silver Spring, MD	Duration	Transfer	Transfer Location
7:30 a.m.	1:30 p.m.	6 hrs. 0 min.	1	Baltimore, MD
11:00 a.m.	3:45 p.m.	4 hrs. 45 min.	1	Harrington, DE
1:30 p.m.	8:15 p.m.	6 hrs. 45 min	1	Baltimore, MD
5:30 p.m.	1:10 a.m.	7 hrs. 40 min	1	Baltimore, MD

#### GETTING AROUND AT THE SHORE

- The Ocean City Bus System cost \$1.00 with free transfers.
- An all-day passes (6:00 a.m.-6:00 p.m.) cost \$2.00.
- There is Para transit available.
- Contact information for the three Shore Transit systems is:

443-260-2300 (V)

[www.shoretransit.org](http://www.shoretransit.org)

410-548-4865 (V)

[www.wicomcotransit.org](http://www.wicomcotransit.org)

410-723-1606 (V)

[www.ococean.com/busfler.htm](http://www.ococean.com/busfler.htm)

## VEHICLE RENTALS AND LEASING

### Rentals

<b>AutoAssist</b> .....	301-699-2238 (V)
<b>Ironsides Mobility Systems</b> <a href="http://www.ironsidemobility.com">www.ironsidemobility.com</a> .....	301-279-5855 (V)
.....	888-282-8267 (Toll Free)
.....	301-340-6566 (FAX)
<b>Wheelchair Get-A-Way</b> <a href="http://www.wheelchairgetaways.com">www.wheelchairgetaways.com</a> .....	800-642-2042 (V)
<b>Wheeler's</b> <a href="http://www.wheelervansrentals.com">www.wheelervansrentals.com</a> .....	800-456-1371 (V)

### Long-Term Leasing: Vans

<b>Colonial Equipment Company</b> <a href="http://www.thebusplace.com">www.thebusplace.com</a> .....	301-698-5100 (V)
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## VEHICLE MODIFICATION

These businesses sell and service accessible vehicles and driving equipment to meet the needs of people with disabilities.

<b>Area Access, Inc.</b> <a href="http://www.areaaccess.com">www.areaaccess.com</a> .....	703-573-2111 (V)
<b>Accessible Vehicles</b> .....	301-838-9700 (V)
<b>American Freightliner</b> <a href="http://www.american-bus.com">www.american-bus.com</a> .....	888-640-2266 (V)
<b>AutoAssist</b> .....	301-699-2238 (V)
<i>Provides modification of vehicles and wheelchairs.</i>	
<b>Bedco Mobility</b> <a href="http://www.bedcomobility.com">www.bedcomobility.com</a> .....	301-585-0700 (V)
<b>Colonial Equipment Company</b> -- <i>Provides vehicle modification, new and used vehicle purchase.</i> <a href="http://www.thebusplace.com">www.thebusplace.com</a> .....	301-698-5100 (V)
<b>Eastern Mobility Company</b> <a href="http://easternmobility.com">http://easternmobility.com</a> .....	301-845-4188 (V)
<b>Fancy Vans &amp; Speed</b> <a href="http://www.fancyvansandspeed.com">www.fancyvansandspeed.com</a> .....	301-843-0342 (V)
<b>Ironsides Mobility Systems, Inc.</b> -- <i>Sells and services van lifts, hand controls, driving aids.</i> <a href="http://www.ironsidemobility.com">www.ironsidemobility.com</a> .....	301-279-5855 (V)
.....	301-340-6566 (FAX)
.....	888-267-7912 (V)
<b>M.I.T.S. Corporation</b> <a href="http://www.mitscorp.com">www.mitscorp.com</a> .....	800-243-6487 (V)
<b>Oneness Mobility</b> <a href="http://onenessmobility.com">http://onenessmobility.com</a> .....	301-568-6686 (V)
<b>Ride-A-Way Vans</b> <a href="http://www.ride-away.com">www.ride-away.com</a> .....	888-285-0243 (V)
<b>Wheelchair Get-A-Way</b> <a href="http://www.wheelchairgetaways.com">www.wheelchairgetaways.com</a> .....	800-438-8465 (V)
<b>Wheelchair Mobile Transport</b> -- <i>Modifies vehicles to accept adaptive equipment—lifts, hand control and other driving aids. Modifies sells and services ramps.</i> .....	301-294-0600 (V)
.....	301-838-9775 (FAX)



## AMERICANS WITH DISABILITIES ACT TRANSPORTATION COMPLIANCE

### Maryland Department of Transportation (MDOT) [www.mdot.state.md.us](http://www.mdot.state.md.us)

John Gaver, ADA Compliance Officer [jgaver@mdot.state.md.us](mailto:jgaver@mdot.state.md.us) ... 410-865-1126 (V)  
 ..... 410-865-1017 (TTY)  
 ..... 888-713-1414 (V)

### Montgomery County Government [Nancy.Greene@montgomerycountymd.gov](mailto:Nancy.Greene@montgomerycountymd.gov)

Nancy Greene, ADA Compliance Officer ..... 240-777-3247 (V)  
 ..... 240-777-1398 (TTY)

### Project Action [www.projectaction.org](http://www.projectaction.org) ..... 800-659-6428 (V)

..... 202-347-3066 (V)

*Offers Paratransit information throughout the United States.*

### Washington Metropolitan Area Transit Authority (WMATA) Metro's ADA Office

Glen Millis, Director of ADA Programs ..... 202-962-1100 (V)  
 ..... 202-962-2033 (TTY)

### WMATA Customer Service/Complaint Line ..... 202-637-1328 (V)

For consumers who have a complaint about service ..... Press Option #5

..... 202-962-2565 (TTY)

Or email WMATA complaints or commendations to [CSVC@wmata.com](mailto:CSVC@wmata.com)

## OTHER USEFUL NUMBERS

### Disability Rights Council of Greater Washington ..... 202-234-7550 (V)

[www.washlaw.org](http://www.washlaw.org) or [rights@erols.com](mailto:rights@erols.com) ..... 202-234-7590 (TTY)

### Emergency Police, Fire and Rescue ..... 911 (V)

Non-Emergency Police ..... 301-279-8000 (V)

### Maryland Disability Law Center [www.mdicbalto.org](http://www.mdicbalto.org) ..... 410 727-6352 (V)

..... 800 233-7201 (V)

..... 410 727-6387 (TTY)

### Maryland Relay – Maryland Residents ..... 711 (V/TTY)

Outside of Maryland ..... 800-735-2258 (V/TTY)

### Metro Transit Police ..... 202-962-2121 (V)

### Maryland Institute for Emergency Medical Services Systems - State Office of

Commercial Ambulance Licensing and Regulation ..... 410-706-8511

Toll free ..... 888-200-5015

### Montgomery County Commission on Aging

Meg Campbell-Kotler, Program Manager [Meg.Kotler@montgomerycountymd.gov](mailto:Meg.Kotler@montgomerycountymd.gov)

..... 240-777-1120 (V)

..... 240-777-1236 (TTY)

### Montgomery County Commission on People with Disabilities

Betsy Tolbert Luecking, Program Manager [Betsy.Luecking@montgomerycountymd.gov](mailto:Betsy.Luecking@montgomerycountymd.gov)

..... 240-777-1246 (V)

..... 240-777-1236 (TTY)

### Montgomery County Council Office [County.Council@montgomerycountymd.gov](mailto:County.Council@montgomerycountymd.gov)

..... 240-777-7900 (V)

..... 240-777-7914 (TTY)

## OTHER USEFUL NUMBERS

**Montgomery County Executive's Office** [OCEMAIL@montgomerycountymd.gov](mailto:OCEMAIL@montgomerycountymd.gov)  
 ..... 240-777-2500 (V)  
 ..... 240-777-2517 (TTY)  
**Montgomery County Police (non-emergency)** ..... 301-279-8000 (V)  
**Multiple Sclerosis Society** – *Provides financial aid for people with Multiple Sclerosis to pay for transportation needs.* [www.msandyou.org](http://www.msandyou.org) ..... 202-296-9891 (V)  
 ..... 202-296-3425 (FAX)  
**Transportation Action Group (TAG)** TAG is affiliated with Independence Now and works on transportation issues for people with disabilities ..... 301-277-2839  
**U. S. Department of Transportation Assistance Line** [www.dot.gov/ost/docr/pwd/pwd.html](http://www.dot.gov/ost/docr/pwd/pwd.html)  
 Recorded message with voicemail option ..... 888-446-4511 (V)  
 ..... 800-877-8339 (TTY)



### MONTGOMERY COUNTY DEPARTMENT OF HEALTH AND HUMAN SERVICES Aging & Disability Services Information and Assistance Unit

Interested in knowing about the other benefits and services available for seniors and people with disabilities? Programs include home health care, developmental disabilities services, respite, home delivered meals, adult protective services, guardianship, and other needed services. This is your direct connection to all programs and services for seniors and people with disabilities.

**Information is only a phone call away.**

Aging & Disability Services Information and Assistance

☎ **240-777-3000 (Voice)** • **240-777-4575 (TTY)** ☎

Email: [hhsmail@montgomerycountymd.gov](mailto:hhsmail@montgomerycountymd.gov)

Website: [www.montgomerycountymd.gov](http://www.montgomerycountymd.gov)

🕒 **Hours:** Monday through Friday 8:30 a.m. to 5:00 p.m.

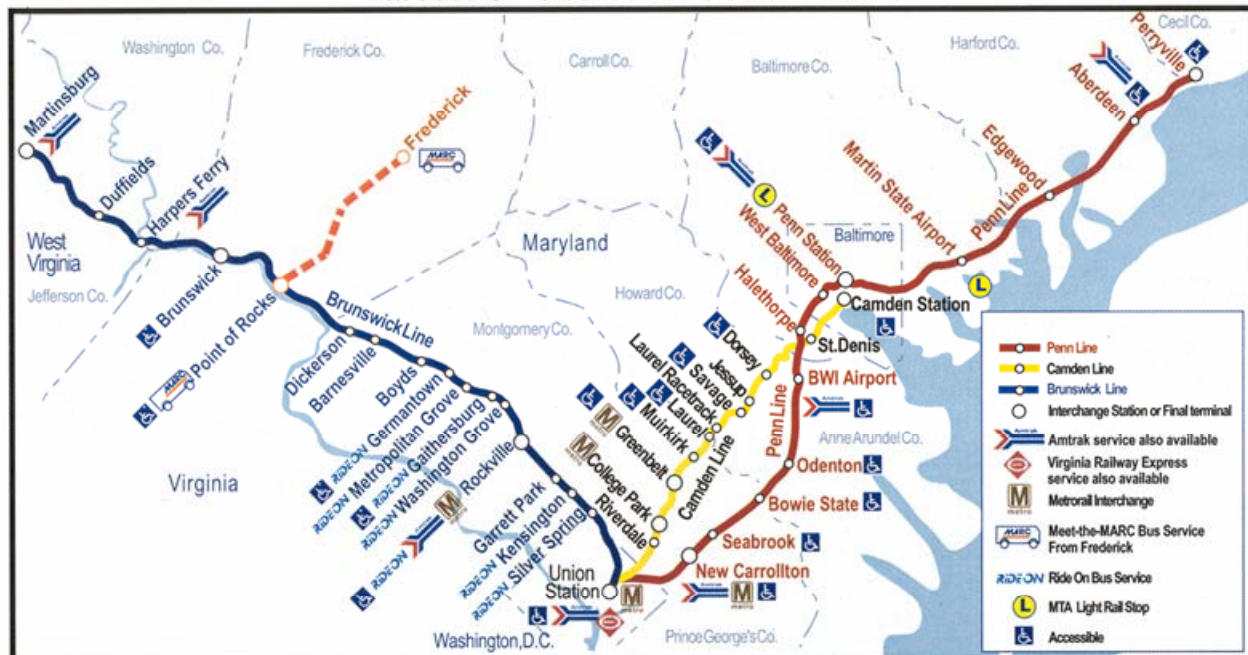
***Help is also available from 5:00 p.m. to 8:30 a.m. weekdays,  
 and 24 hours on weekends to meet your  
 emergency safety needs.***

# METRO AND MARC SYSTEM MAP

## METRO TRAIN SERVICE



## MARC TRAIN SERVICE





## **SEARCH THE WEBSITE FOR TRANSPORTATION OPTIONS!**

**Montgomery County Government**

**[www.montgomerycountymd.gov](http://www.montgomerycountymd.gov)**

**Click on Residents/Disability Services/  
Disability Network Directory/Transportation  
or on the County's homepage you can also click on  
Transportation and type in**

**[www.RideOnBus.com](http://www.RideOnBus.com)**

**and click on**

**"Transportation Options for Seniors and People with Disabilities"  
to download the entire document.**

**Washington Metropolitan Area Transit Authority**

**[www.metroopensdoors.com](http://www.metroopensdoors.com)**

**Maryland Transit Administration**

**[www.mtmaryland.com](http://www.mtmaryland.com)**

**Greyhound Lines, Inc.**

**[www.greyhound.com](http://www.greyhound.com)**

**Amtrak**

**[www.amtrak.com](http://www.amtrak.com)**

**Commuter Connections**

**[www.commuterconnections.org](http://www.commuterconnections.org)**



## NOTES

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Department of Health and Human Services  
Aging and Disability Services  
Commission on People with Disabilities  
401 Hungerford Drive, 4<sup>th</sup> Floor  
Rockville, Maryland 20850  
240-777-1246 (Voice) • 240-777-1236 (TTY) • 240-777-1288 (FAX)  
**Email:** [hhsmail@montgomerycountymd.gov](mailto:hhsmail@montgomerycountymd.gov)

A collaborative work of:

Michael C. Hoyt, Acting Director  
Department of Public Works and Transportation

Carolyn W. Colvin, Director  
Department of Health and Human Services

June, 2004